GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:4389
ANSWERED ON:07.09.2012
OUTSOURCING OF PASSPORT SERVICE
Adhalrao Patil Shri Shivaji

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether the control of Passport Seva Kendras has been entrusted to the Tata Consultancy Services (TCS) and Government servants are working under the control of a private service provider;

(b) if so, the details thereof;

(c) whether the Government proposes to define/has defined job responsibilities to bring about transparency;

(d) if so, the details thereof?

(e) whether private vendors have access to police reports but passport issuing authorities are being compelled to issue orders for new passports without showing them police report; and

(f) if so, the action taken/proposed to be taken by the Government in this regard?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF EXTERNAL AFFAIRS (SHRIMATI PRENEET KAUR)

(a) & (b) The Passport Seva Kendras (PSKs) are extended arms of Passport Offices. The PSKs and the Government servants deployed therein are under the administrative control of respective Passport Offices.

(c) & (d) The job responsibilities of Government servants and the employees of the Service Provider have been defined. The front-end support activities such as acceptance of applications, fees, capturing of applicants' data, photographs and biometrics etc. have been entrusted to employees of the Service Provider. The sovereign functions such as the job of verification of supporting documents submitted by the applicants and granting of their applications have been entrusted to the employees of Passport Offices.

(e) & (f) According to agreed procedures, the Service Provider is required to upload in the system Police Verification Reports received from the Police authorities. The Passport issuing authorities have access to each Police Verification Report uploaded into the system and issue orders accordingly.